

Elijah Douglas

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Projects

Serverless Resume Website

Original Project - Forrest Brazeal, cloudresumechallenge.dev

- Created a static website hosted in an AWS S3 bucket with a counter displaying number of visitors
- Used Terraform to provision back end services consisting of DynamoDB table, a Python Lambda function, and an API Gateway
- The API is tested through Cypress.io to ensure functionality
- CI/CD is done through Github Actions

Experience

Network Engineer | February 2022-Present

Abacus Solutions Group - Brunswick, GA

- Managed network consisting of Cisco Catalyst 3750 & 3850 switches, Palo Alto Next Gen Firewall
- Led the auditing process of over a hundred network closets resulting in up-to-date rack elevations and improving our reference documentation with the intent of reducing troubleshooting times.
- Handled help desk ticket escalations for networking related issues.

NOC Support Specialist | October 2019-February 2022

Brantley Telephone Company - Nahunta, GA

- Managed FTTH access network using Calix CMS.
- Used PRTG to monitor network for outages and bandwidth over-utilization
- Configured and installed Calix E7 access nodes to support the growing customer base.
- Performed PC & laptop repair services for residential customers

Tech Support Specialist | August 2017-October 2019

Alma Telephone Company - Alma, GA

- Provided tier 1 tech support for internet, phone, and IPTV customers
- Monitored customers home network through the UNMS managed wifi service
- Supported businesses through static IP migration

Certifications

- | | |
|------------------------------|------------------------|
| • AWS SysOps Admin Associate | • LPI Linux Essentials |
| • AWS Cloud Practitioner | • CompTIA Security+ |
| • CCNA | • CompTIA Project+ |
| • Palo Alto PCNSA | • ITIL v4 Foundations |

Education

B.S Network Operations and Security | Graduated - July 2022

Western Governors University

- Core studies focused on Implementation of Network Solutions, Network Security, and Cloud Deployment and Operations
- Other courses include Linux Foundations, Introduction to Python, and Data Management Foundations